



Call Sentiment Analysis App by Embee

Transform conversations into insights with Call Sentiment Analysis

Understanding the complexities of customer interactions requires a deep understanding of their sentiments and need. Call Sentiment Analysis app by Embee is designed to decode the emotions and intents in your customer conversations, providing you with actionable insights to enhance customer satisfaction and engagement.

Key Functionalities of the Call Sentiment Analysis Application



Audio Upload

Easily upload audio recordings of calls directly from your local device for analysis.



Sentiment Analysis

Utilize advanced sentiment analysis algorithms to assess the mood, emotions, and intent behind each conversation.



Historical Reference

Access a detailed list of all analyzed calls, including their transcriptions, summaries, and sentiment assessments, for future reference and analysis.



Automated Transcription

Leverage Azure Open AI to generate the transcriptions of your call recording.



Comprehensive Summaries

Receive concise summaries of call sentiments, enabling quick comprehension and action.

Tools and Technologies Used



Azure App Service



Azure Storage (Table and Blob)



Azure Open AI

Benefits and Impact



Enhanced Customer Insights

Understand your customers' true feelings and experiences, enabling tailored responses and strategies.



Data-Driven Decisions

Make informed decisions with a comprehensive understanding of customer sentiment across all calls.



Improved Service Quality

Identify areas for improvement in customer service by analyzing trends and patterns in sentiment.



Increased Efficiency

Automate the process of sentiment analysis to save time and focus on strategic actions.

Elevate your customer engagement strategy with the power of Call Sentiment Analysis. Gain unparalleled insights into your customer conversations and turn every call into an opportunity for growth.

Book a demo now at connect@embee.co.in to transform your customer service experience.



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